APPENDIX J: *Task Inventory*

#	TASK
1.	Monitors methods, practices, and products of the SDLC (Systems Development Life Cycle) to ensure the quality of the IT (Information Technology) application utilizing established guidelines based on industry best practices.
2.	Manages multiple and/or complex IT projects using best practices of the SDLC to produce quality deliverables as requested by customers.
3.	Leads teams using facilitation tools and techniques to produce desired deliverables as requested by management.
4.	Trains staff to improve their skills and knowledge utilizing various methods, (i.e., classroom, on the job, and mentoring) as required for the performance of their job.
5.	Educates employees in the use of established guidelines as defined in State and departmental policies in order to maintain a work environment free of discrimination and harassment.
6.	Provides technical assistance to customers utilizing skills, knowledge, and expertise to solve technical problems as requested.
7.	Develops and prepares project initiation and funding documents in accordance with State and departmental standards and directives, (i.e., Budget Change Proposal (BCP), Strategic Information Systems Plan (SISP), Feasibility Study Reports (FSR), Special Project Reports (SPR), etc.) as required.
8.	Participates in the development of departmental information Enterprise Architectural Standards and evaluates new and existing projects for meeting those standards using appropriate resources as required.
9.	Communicates in a professional and effective manner with others utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
10.	Negotiates in an effective manner with vendors, customers, management, etc., to resolve issue(s) utilizing tact and interpersonal skills in all situations.
11.	Delivers effective oral presentations to management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
12.	Prepares effective written products for management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
13.	Analyzes pending legislation and bills to produce an impact assessment utilizing subject knowledge, research and customer expertise in accordance with departmental standards, policies, and established guidelines.

14.	**Effectively represents the Department before diverse political audiences, (i.e., Legislature, control agencies, Department of Corrections and Rehabilitation (CDCR) and the courts) to provide information by utilizing knowledge, tact, and interpersonal skills as required.**
15.	Accurately interprets and applies State and departmental policies utilizing available resources to ensure compliance in all situations.
16.	Participates in the development of statewide policies and procedures specific to information technology utilizing appropriate resources under the direction of departmental management and/or control agencies.
17.	Manages multiple priorities to produce quality products for customers by utilizing effective resource management skills as needed.
18.	Effectively manage projects to produce quality products utilizing scope definition, plans and schedules following the SDLC standards.
19.	Develops project reports for management and customers to ensure communication of current status using appropriate management tools (i.e., project plans, schedules and budget) as needed.
20.	Manages IT contracts to ensure adherence with the defined scope of services by reviewing deliverables, hours worked, rates and costs, as outlined in the contractual agreement.
21.	Directs vendor(s) to ensure adherence with the defined scope of services by reviewing deliverables as outlined in the contractual agreement.
22.	Ensures adherence to CDCR Configuration Management Policy through education of established processes and procedures to protect the Department's IT assets as mandated by control agencies.
23.	Develops disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure through the use of defined requirements and procedures as mandated by the State Administrative Manual (SAM).
24.	Performs tests of the disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure by executing defined backup and recovery procedures as mandated by the State Administrative Manual.
25.	**On an on-going basis, review customer-reported application problems to identify trends and patterns and apply preventive measures (i.e., onsite training, application modifications) to improve customer service delivery.**
26.	Produces well defined application designs for customers to produce quality applications using structured processes defined in the SDLC standards.
27.	Performs skillful and detailed analysis of the customer's request to provide quality requirements using structured processes defined in the SDLC standards as needed.
28.	Develops effective applications for the customer based on design specifications using structured processes defined in the SDLC standards as needed.

29.	Develops test plan to ensure that the appropriate tests are administered to validate application code against the application design using structured processes defined in the SDLC standards as needed.
30.	Executes test plan to ensure that the appropriate tests are administered to validate application code against the application design using structured processes defined in the SDLC standards as needed.
31.	Works with network/system administration to ensure proper integration and performance using appropriate resources (i.e., system knowledge, technical documentation, communication skills, etc.) as needed.
32.	**Understands and applies methods, practices and products of the SDLC using established standards to produce quality products as requested by customers.**
33.	Tests changes to IT environment to ensure continued operation using standard testing methods, processes, and procedures as needed.
34.	Develops and maintains customer training documents (i.e., manuals and guides) to deliver quality training using system knowledge and various tools and techniques as needed.
35.	**Trains customers to effectively use IT systems using training documents, tools, and techniques as needed.**
36.	Participates in the hiring process by recruiting, interviewing, evaluating and selecting candidates to fill identified vacant position (s) in accordance with State Personnel Board Rules and Regulations.
37.	Effectively delegates work assignments to staff with appropriate guidance, direction, and instruction to complete work as needed.
38.	**Train staff to improve their skills and knowledge using various methods (e.g., classroom, on the job, mentoring etc.) as required for the performance of their job.**
39.	**Provides guidance to staff in their work assignments to ensure proper and efficient use of resources using various tools, equipment, aids and/or processes (e.g., knowledge, manuals, procedures etc.), as needed and/or upon request.**
40.	**Assist in evaluations of employee's performance to ensure performance objectives/standards are met by monitoring work assignments and behaviors as required.**